

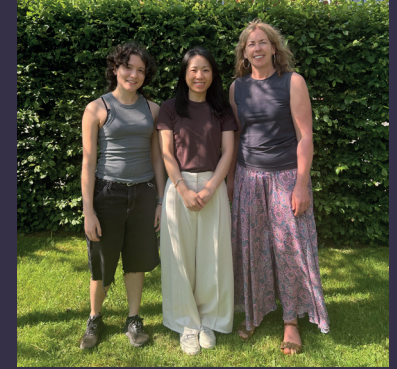
# INTERNATIONAL STUDENT GUIDE 2026–27



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# Hi!



**We're so pleased you've chosen UWE Bristol. You've got an exciting few years ahead of you.**

Starting at a new university in a new country can be daunting, but we're here to help you every step of the way. We're sure you've got lots of questions – so you'll find lots of useful information in this guide to help you settle in.

The orientation programme is designed to provide you with information and advice to ensure you receive all the support you need to make the most of your time at UWE Bristol.

From helping you develop your academic skills to supporting your wellbeing – we have advisers who can help with anything. All you need to do is contact an Information Point and speak to one of the team there.

We're looking forward to getting to know you!

**Teresa, Carmen and Vicky**  
Global Student Support Team

If you need any help or advice please contact  
**globalstudents@uwe.ac.uk**

**+44 (0)117 32 82750**

**Instagram @uwebristolglobal**

# Checklist: things to do when you arrive

Full details about what you need to do when you arrive are available online – but here's an overview to get you started.

## Register online and pay your tuition fees

First of all, you need to complete your online registration. This involves confirming your personal details, paying your fees and agreeing to our Terms and Conditions. [my.uwe.ac.uk](https://my.uwe.ac.uk)

You can pay your fees in full or set up a direct debit to pay in instalments. If your employer or another sponsor is paying your fees you'll need to complete the appropriate forms. [uwe.ac.uk/international-deposit-payment](https://uwe.ac.uk/international-deposit-payment)



## Be aware of fraud

Students are being approached by individuals offering to pay their fees at reduced rates or under special conditions. Fraudsters may present themselves as legitimate agencies or associates, they may be a friend. Never respond to these offers and **always pay your tuition fees direct to UWE Bristol using the authorised payment methods.** Information on paying your fees is available [uwe.ac.uk/courses/fees/paying-your-fees](https://uwe.ac.uk/courses/fees/paying-your-fees)

If you believe you've been a victim of fraud or have any questions contact – [sms@uwe.ac.uk](mailto:sms@uwe.ac.uk). If you're experiencing difficulty making payment contact credit control – [uwe.ac.uk/life/money-and-finance/scams-and-fraud](https://uwe.ac.uk/life/money-and-finance/scams-and-fraud)

## Visa and passport scanning

You'll need to have your passport and visa checked when you arrive. You'll be invited to book an appointment to attend a Right to Study check once you arrive in the UK.

You also need to make sure you update your details with the University if you get a new passport or visa during your studies, you can book an appointment on the same link throughout your studies.

## Submit a photo via MYUWE

Remember to upload a photo for your university ID card on your MYUWE portal. If you need help, take a look at the registration guidance here – [uwe.ac.uk/myuwe/registration](https://uwe.ac.uk/myuwe/registration)



## Attend the International Student Orientation

We run an **orientation programme** in September and January for all new international and European students. It's a chance to make new friends and find out everything you need to know about living in the UK.

Find out more on **page 15**.

We encourage you to follow **UWE Bristol Global** on instagram [instagram.com/uwebristolglobal](https://www.instagram.com/uwebristolglobal) and regularly visit the international students' events website for information about current and future events! [uwe.ac.uk/international-student-events](https://uwe.ac.uk/international-student-events)



## Attend your course induction

Your course induction will tell you what you can expect from your course and gives you the opportunity to meet your tutors and other students.

It's compulsory to attend – your Preparing to Study materials and your timetable (available on MYUWE) will tell you where you need to be.

**[courses.uwe.ac.uk/joining](https://courses.uwe.ac.uk/joining)**

## Check you have your IT login details

You should've received your university username, password and email address to your personal email account. You've the option to change your password to something memorable.

If you didn't receive these, contact **[UserIDLetter@uwe.ac.uk](mailto:UserIDLetter@uwe.ac.uk)** and they'll re-send the email.

## Connect to the WiFi

You can access free WiFi across all of our campuses – just look for the 'Eduroam' network.

Your username is your university username (e.g. a7-smith) followed by @uwe.ac.uk (so it'll look something like this: a7-smith@uwe.ac.uk).

Your password is your university password.

## Open a bank account

It's essential to have a bank account to help you manage and access your finances whilst you're a student in the UK. UWE Bristol outlets on all campuses no longer accept cash. Further details can be found on **page 14**.

Spend some time comparing banks before you open an account – think about its location, opening hours, services and account charges.

Lots of UK banks offer free basic accounts. Some require a minimum deposit or have a monthly fee.

To open an account you'll need a UWE Bristol bank letter confirming your student status and residential address.

You can download your UWE Bristol bank letter from MYUWE; see our banking and finance page for more information:



You can choose to set up an account with a Mobile-only bank. These digital banks offer all the usual banking services but don't have high street branches.

Some online banks don't require a proof of address, meaning you can set up an account before you arrive in Bristol. You can compare online banks on **[go.uwe.ac.uk/ffiys](https://go.uwe.ac.uk/ffiys)** to consider options.

An up to date guide about how bank accounts work and info about bank account options can be found here **[www.savesthestudent.org/international-students/top-international-bank-accounts-uk.html](https://www.savesthestudent.org/international-students/top-international-bank-accounts-uk.html)**

## Register with a doctor

We strongly recommend that you register with a local general practitioner (GP) within the first couple of weeks of arriving at university, even if you don't feel ill. This is to make it easier to see a doctor when you need to, as GPs are often unable to give appointments to people not registered at their surgery.

The University Health Centre on Frenchay Campus is open to all students – no matter which campus you're studying at. You can register with them by scanning the QR code:



Alternatively you can find doctors, dentists and opticians close to where you live on the National Health Service. [nhs.uk/nhs-services/gps](https://www.nhs.uk/nhs-services/gps)

Once registered with the NHS, you'll receive an NHS number.

If you fall ill when you're away from Bristol, any doctor in the UK will see you as a temporary resident.

Please see further information about accessing medical care on [page 16/17](#).

## UWE Bristol Eye Clinic

You can receive a free eye examination as a UWE Bristol student. We also offer specialist services for the local community.

You can book an appointment [uwe.ac.uk/eyeclinic](https://uwe.ac.uk/eyeclinic)

## Driving in the UK

Before driving any vehicle in the UK, you should check that you meet all of the legal requirements: and that you're aware of the correct procedures, which may be very different from your home country. Find out more information at [ukcisa.org.uk/student-advice/life-in-the-uk/travel-and-transport-in-the-uk](https://ukcisa.org.uk/student-advice/life-in-the-uk/travel-and-transport-in-the-uk) including learning to drive in the UK.

If you've an existing driving licence, you can use the tool on the Government website to check whether you can use it to drive in the UK. [gov.uk/driving-nongb-licence](https://www.gov.uk/driving-nongb-licence)

## The Students' Union events

Visit [thestudentsunion.co.uk/whatson](https://thestudentsunion.co.uk/whatson) for everything the Students' Union have to offer to help enrich your university experience. Find out what's on offer during Freshers' Week. You can find more on [page 23](#), or visit [thestudentsunion.co.uk](https://thestudentsunion.co.uk)

The Students' Union at UWE Bristol is a great place to socialise and build a community, which is an important part of life at university.

So, we encourage you to join in and explore all the fun from baking, live music, outdoor cinema, sport, and much more!





# Bristol – get to know your new city

**Bristol is a city that's famous for its rebellious streak, independent thinking, and edgy creativity. With its beautiful historical buildings, fantastic shopping, vibrant festival celebrations, and diverse international cuisine it has won multiple awards and received national recognition. Bristol is a multicultural city and home to at least 45 religions, 187 countries of birth and over 91 languages. We're proud to be part of such multicultural and welcoming city.**

*(Source: State of Bristol Key Facts 2018–19 produced by Bristol City Council)*



## Life in Bristol

Explore Bristol online via [uwe.ac.uk/life/discover-bristol](https://uwe.ac.uk/life/discover-bristol). Whatever you're looking for, you'll be sure to find something to suit you and get the most from your student experience. Join in, have fun and explore the great opportunities with us. Find out the wonderful things that make Bristol the best city in the UK on [visitbristol.co.uk/bristol650](https://visitbristol.co.uk/bristol650).





UWE Bristol is one of the diverse universities in England. It admits students from almost every part of the world. I found the lecturers and course staff very friendly and approachable. They always made sure that students could easily contact them when it was necessary and always provided a high level of support. UWE Bristol was my home away from home as I met wonderful people that were like my family.”

**Mariam Afiwuaku, Ghana**



### Don't forget

The UWE Student Life team is here to help you feel at home at UWE Bristol. From quizzes to cooking workshops, bingo to fitness classes, games nights to free food extravaganzas.

[studentlife.uwe.ac.uk/  
events](https://studentlife.uwe.ac.uk/events)

# Living cost

The cost of living in Bristol is relatively lower than other major cities in the UK, making it a more budget-friendly and sensible option for international students. Here you can see a typical student budget, get some budgeting tips and find out the best budgeting app to use.

Expenses	Weekly (approximate figures)	Annual (42 weeks)
Accommodation or rent (UWE accommodation)	£120.58–£300.54	£5,065–£8,500
Travel (local bus to campus and city)	£25.20	£1058.40
Course costs (books, material, software etc)	£30	£1,260
Living costs (utility bills – gas, electric, water, internet) - this is sometimes included in the rent	£25-£35	£1,050- £1,470
Living costs (clothes, toiletries, phone, subscriptions, and other expenses)	£30-50	£1,260-£2,100
Entertainment and socialising including eating out	£30-£40	£1,260 - £1,680
Groceries	£30-£40	£1,260- £1,680
<b>Total cost</b>	<b>£260.78– £520.74</b>	<b>£10,952.76– £21,871.08</b>

*\* Please note that the above costs are indicative. These costs will also vary between courses, choices of accommodation and lifestyle habits.*

[uwe.ac.uk/life/money-and-finance/budgeting-and-money-management-tips](http://uwe.ac.uk/life/money-and-finance/budgeting-and-money-management-tips)

You may also find the following resource helpful, which compares student spending against average living costs and provides useful budgeting information:

[go.uwe.ac.uk/zulfy](http://go.uwe.ac.uk/zulfy)

Also check out these really useful websites for saving money while you study.

Save the student  
[www.savethestudent.org/save-money](http://www.savethestudent.org/save-money)

Student beans  
[www.studentbeans.com/uk](http://www.studentbeans.com/uk)

Totum  
[totum.com/](http://totum.com/)

Find out more about student life in the UK by visiting:  
[www.ukcisa.org.uk/student-advice/life-in-the-uk/](http://www.ukcisa.org.uk/student-advice/life-in-the-uk/)

For lots more useful tips from the Student Money Service about how to manage your money in Bristol please see:  
[padlet.com/sam3green/managing-your-money-in-bristol-4zahrveukmh5nilv](http://padlet.com/sam3green/managing-your-money-in-bristol-4zahrveukmh5nilv)

You can research the bursaries and scholarships that may be available to you by visiting:

[www.uwe.ac.uk/courses/funding/scholarships-and-bursaries](http://www.uwe.ac.uk/courses/funding/scholarships-and-bursaries)

and [www.thescholarshiphub.org.uk/](http://www.thescholarshiphub.org.uk/)

Money education and financial wellbeing is available via our money education partner, BlackBullion.

[www.blackbullion.com](http://www.blackbullion.com)

Sign up for free videos, quizzes, articles and much, much more.

The university does offer some funds to support students with the cost of studying, you can view the different funds along with the eligibility criteria here:

[www.uwe.ac.uk/life/money-and-finance/funds-during-study](http://www.uwe.ac.uk/life/money-and-finance/funds-during-study)



# Finding your new home in Bristol

Bristol is a big student city and there's a lot of student accommodation, but knowing where to look can be a bit tricky when you're overseas. The UWE Studentpad is an online accommodation platform to help you in your search for student houses, flats, and rooms to rent in Bristol and the surrounding areas. [uwestudentpad.co.uk/accommodation](http://uwestudentpad.co.uk/accommodation)

## Student storage

The university doesn't have its own storage for students but there are local couriers who can easily help with moving your belongings to your new accommodation.

Here is a helpful guide [go.uwe.ac.uk/wjuuv](http://go.uwe.ac.uk/wjuuv) to help you get started with how to store your belongings and where to look for storage companies. Please note: UWE Bristol doesn't endorse any particular service.

## Sustainability Hub

The Sustainability Hub offers access to affordable, pre-loved items, such as clothing, shoes and bedding, kitchenware such as crockery, utensils and kettles, as well as small electrical appliances,

books and study resources (all subject to availability). Based at Frenchay Campus, the Hub is part of a wider initiative to reduce waste, lower carbon emissions and support students in settling into university life.

More info here: [uwe.ac.uk/about/values-vision-strategy/sustainability/sustainability-hub](http://uwe.ac.uk/about/values-vision-strategy/sustainability/sustainability-hub)



### Please note:

For further support on finding private accommodation, visit [go.uwe.ac.uk/mmyr](http://go.uwe.ac.uk/mmyr) and download their International Student Accommodation Guide – [uwe.ac.uk/before-arrival](http://uwe.ac.uk/before-arrival). You can also watch our private accommodation webinar for more information – [uwe.ac.uk/courses/webinars](http://uwe.ac.uk/courses/webinars)

# Orientation

The Global Student Support team have put together a schedule of events for new international students, so you'll have an opportunity to meet our team and other students as you start your life at UWE Bristol.

The Global Lounge is open every week day between the hours of 10:00 to 15:00 (UK time). This is a friendly space where the Global Student Support team together with Student Ambassadors will be available to help you with any enquiries you may have.

We can also signpost you to other services. Visit the Global Lounge: in room 2P4 on Frenchay to learn more.

Scan to view the full list of Orientation events



Spaces are limited and will be allocated on a first-come, first-served basis.



# Eating and food shopping

**Living in a new country will take a bit of time to get used to! Knowing some of the basics will help you settle in quickly.**

## Eating on campus

All UWE Bristol food and retail outlets\*, including vending machines, on all campuses are now cashless. This means that you'll need a means of payment (for example credit/ debit card or Apple Pay) to make any purchases. If you don't have any other means to pay for essential items during your first few weeks of arrival, you can purchase vouchers online.

[go.uwe.ac.uk/mealvouchers](https://www.uwe.ac.uk/mealvouchers)

You can find a range of outlets conveniently located across all of our campuses on our map. Whether you want a hot main meal or a quick snack, to meet a friend for coffee or unwind with a post-study drink, we've got you covered. [uwe.ac.uk/about/services/hospitality](https://www.uwe.ac.uk/about/services/hospitality)

## Mail and deliveries

For students living in UWE Bristol accommodation, you can find all the information you need on mail and deliveries here –

[uwe.ac.uk/mail-and-deliveries](https://www.uwe.ac.uk/mail-and-deliveries)

\*The Students' Union shop on all campuses will accept cash payment.

## Online food shopping for students living off-campus

There are many ways to get food or essentials delivered to your door.

Supermarkets that offer contactless deliveries include:

- Tesco ([tesco.com](https://www.tesco.com))
- Sainsburys ([sainsburys.co.uk](https://www.sainsburys.co.uk))
- Ocado ([ocado.com](https://www.ocado.com))
- Iceland ([iceland.co.uk](https://www.iceland.co.uk))
- Asda ([asda.co.uk](https://www.asda.co.uk))

Many restaurants offer delivery services. You'll need to set up an account with a credit/debit card for payment. Most offer contactless deliveries, which can be requested on the app.

- Just Eat ([justeat.co.uk](https://www.justeat.co.uk))
- Uber Eats ([ubereats.com/gb](https://www.ubereats.com/gb))
- Deliveroo ([deliveroo.co.uk](https://www.deliveroo.co.uk))

You can also find International food stores in the city – [go.uwe.ac.uk/ryfjp](https://www.uwe.ac.uk/ryfjp) – most of which are easily reachable from UWE Bristol campuses.



# Important to know

## Attending your course

It's a condition of a Student visa to attend your course. Your attendance will be monitored through MyAttendance so you need to make sure you attend sessions and log your attendance. There is more information about MyAttendance – [uwe.ac.uk/study/it-services/myattendance](https://www.uwe.ac.uk/study/it-services/myattendance).

## Council tax

Council tax is charged by the local council. You won't normally be charged council tax if you're a full-time student on a course of one year or more, or if you live in university accommodation and your course is less than one year. More information available on [uwe.ac.uk/council-tax](https://www.uwe.ac.uk/council-tax).

If you arrive in the UK before the start of your course, you may be charged council tax until your course starts.

## TV licence

If you're going to watch live television (whether it's on a TV, tablet or laptop) or BBC programmes via iPlayer, you'll need a TV licence.

You can apply for one online. It costs £174.50. If you watch TV without a licence, you could be fined up to £1,000. Find out more information about TV licensing – [gov.uk/findlicences/tv-licence](https://www.gov.uk/findlicences/tv-licence).

## Recycling in the UK

In the UK, recycling and waste sorting may be different from what you are used to, so it's important to follow local guidance when living in Bristol. Students are encouraged to sort their rubbish correctly to help reduce contamination and support sustainability by separating waste into different coloured bins for recycling, food waste, and general waste. Instructions can be found on Recycling and **Waste Guidance**

### TIP:

You can buy an NUS (National Union of Students) TOTUM discount card to save money on bus fares, cinema tickets, high street stores and restaurants at [totum.com](https://www.totum.com)

## Getting a UK mobile number

You may find buying a UK mobile/SIM card is more economical than using your home mobile. There are many mobile phone companies in the UK. Some companies specialise in international calls and you can compare the market on [savesthestudent.org](http://savesthestudent.org).

'Pay as you go' allows you to top-up your credit as and when you need it without a contract. You can buy credit online, in shops and through ATM machines ('cash points').

A contract phone/SIM card means you pay a set amount each month for phone calls/texts/internet usage. If you go over your allowance you'll have to pay extra. Once agreed, a contract can't be cancelled and you must pay this bill until your contract expires. Find out more information on SIM cards – [uwe.ac.uk/using-your-phone](http://uwe.ac.uk/using-your-phone).

If you're calling a UK phone number from an international SIM, you must use the country code "+44" and remove the 0 at the front of the phone number. If you're calling a UK number from a UK SIM, you can simply dial the number as you see it – for example 0117 32 82750.

## Medical care

Medical care through the National Health Service (NHS) is mostly free if your course lasts longer than 6 months.

You're entitled to:

- Free access to doctors.
- Free hospital treatment.
- Fixed charges for medicines.
- Fixed charges for dentistry and opticians.

Further information about your entitlement to NHS care is available on the website – [ukcisa.org.uk/student-advice/life-in-the-uk/healthcare](http://ukcisa.org.uk/student-advice/life-in-the-uk/healthcare) (search for 'health and healthcare').

If a doctor prescribes a medicine to you, you can get this sent to a **local pharmacy for collection**.

In England, prescriptions cost £9.90 per item unless you fall into one of these categories. See the [nhs.uk/nhs-services/prescriptions](http://nhs.uk/nhs-services/prescriptions).

If you're on a course less than 6 months, you'll need to arrange private health insurance as you won't be eligible to use NHS services. **Money Saving Expert** website, gives you more information on this.

## Hospital treatment

If you're referred to a hospital by your doctor, treatment is free. You might have to pay a fixed fee for prescription medicines.

Sometimes there can be long waiting lists for hospital treatment (unless it's an emergency), so you may have to wait to be treated in your home country.

### NHS charges for medicine, dentistry and opticians

Most people over 19 are charged for medicines, dentistry and optician services.

You may be able to claim help with these costs if you've a low income by completing an HC1 form. HC1 forms are available online. Just Google 'HC1'.

### What to do in an emergency

If there's an emergency on campus call **0117 32 89999** (available 24/7, every day of the year). Save this number in your phone.

We'll send staff to help and we'll call the emergency services for you so they can find you quickly.

If you're off campus, call **999** and ask for the police, fire service or an ambulance.

The Accident and Emergency (A&E) Department at Southmead Hospital is open 24 hours a day. You should only go there for **emergency** treatment for serious illness or injury.

If you're not sure if you should go to A&E or not, call **111** (the NHS non-emergency number) for free medical advice.

### If it's not an emergency

If you need medical care but it's not an emergency, you've a number of options:

- Visit your local pharmacy (find your nearest one at [nhs.uk](http://nhs.uk)).
- Make an appointment with your doctor.
- Visit a NHS Walk-in Centre. The nearest one is Broadmead Medical Centre, 59 Broadmead, Bristol BS1 3EA.
- Call **111**, the NHS non-emergency phone number. It's open 24/7, every day. They'll tell you what to do next.

For non-urgent police matters (eg reporting stolen goods or lost property), call **101**. They can also tell you where your nearest police station is. Further information is available on:

- Urgent Medical Care: [go.uwe.ac.uk/mrwsd](http://go.uwe.ac.uk/mrwsd)
- UWE Bristol Police Services: [uwe.ac.uk/about/services/police-services](http://uwe.ac.uk/about/services/police-services)

# Studying

## **Our style of teaching and assessment may be different to what you're used to.**

During your course, you'll be expected to increase your knowledge of specialist subject areas whilst developing skills in research, independent study and critical thinking.

These skills will help you to form your own opinions which you'll be asked to share in lectures, tutorials and assessments. Don't be afraid to speak up and get involved in discussions – lecturers want to hear your thoughts and ideas!

## **Neurodiversity Study Skills**

Neurodivergent study skills - for students with characteristics of dyslexia, dyspraxia, ADHD or autism. You don't need to be diagnosed to access support.

Working with a Neurodiversity Learning Developer can enable you to develop effective, transferable study skills and strategies by exploring and using your strengths, needs and learning preferences.

We offer workshops, groups, drop-ins, one-to-one study support sessions and online resources, along with neurodiversity screening.

## **Academic Personal Tutors**

Your Academic Personal Tutor will review your academic progress and identify goals so that you can get the most out of your studies. You'll meet them several times during your first year.

They'll also be able to provide you with a reference to help with job applications or further study. [uwe.ac.uk/study/study-support/academic-personal-tutor-programme](https://uwe.ac.uk/study/study-support/academic-personal-tutor-programme)

### **TIP:**

As a condition of your visa, you must make sure all your contact details on MYUWE are up-to-date at all times.



## MYUWE and Blackboard

MYUWE is your student online portal. You'll use it to access Blackboard, teaching and exam timetables, your university emails and your library account.

Blackboard is where you'll find everything to do with your course, including module handbooks and lecture notes.

[my.uwe.ac.uk](https://my.uwe.ac.uk)

## Check your university emails

Now you're a student with us, we'll only email your university email account. It's where we send messages about your course, visa check in and your weekly student newsletter.

Make sure you check your emails regularly. You can set them up on your phone (there are instructions on the University website about how to do this). You can also follow our dedicated instagram account [instagram.com/uwebristolglobal](https://www.instagram.com/uwebristolglobal) for all the latest information and what's happening on campus.

## Library and Learning Development

Our libraries provide a wide range of resources to support your studies, including books, e-journals, past exam papers, and guidance on referencing.

Explore what's available at: [uwe.ac.uk/study/library](https://www.uwe.ac.uk/study/library)

The Learning Development team is here to help you succeed. They can support you in finding the right resources, developing your academic skills within your course, and improving your study techniques. Throughout the year, they also offer workshops to help you build essential study skills.

Find out more at: [uwe.ac.uk/study/study-support/study-skills/library-study-skills-support](https://www.uwe.ac.uk/study/study-support/study-skills/library-study-skills-support)

You can also access the 'Ask a Librarian' online service, available 24/7—ideal for quick questions whenever you need help.

## Attendance

It's important that you attend all of your timetabled lectures and tutorials, even if they clash with important events like Lunar New Year or Tết Nguyên Đán.

If you travel back to your home country during term-time, you'll miss teaching and you might fall behind with your studies.

If you need help with your course, ask! Your lecturers and tutors will give you lots of guidance throughout your studies.

We also have support and resources to help you develop the skills you need to succeed.

If you're struggling with your course or anything to do with university life, please ask for help from one of our **Student Support Advisors** who will be able to

advise you with any academic and course related queries. There's lots we can do to make things better for you – [uwe.ac.uk/studysupport](https://www.uwe.ac.uk/studysupport).

We also have **Student Experience Coaches** who can help support your university experience outside of the classroom, from balancing your home and student life to building confidence or even changing direction – [uwe.ac.uk/study/study-support/studentexperience-coaches](https://www.uwe.ac.uk/study/study-support/studentexperience-coaches).

## English language support

Our libraries have a range of resources for your subject: books, e-journals, past exam papers, referencing advice and more. [uwe.ac.uk/study/library](https://www.uwe.ac.uk/study/library) Librarians will help you find what you need, or you can use the online 'Ask a Librarian' service. It's available 24/7—perfect for quick questions.

The Library also hosts study skills

workshops all year-round to help you improve skills you're struggling with. [uwe.ac.uk/study/study-support/study-skills/library-study-skills-support](https://www.uwe.ac.uk/study/study-support/study-skills/library-study-skills-support)

## International Learning Development Team

We support students who speak English as an additional language or who are new to living or studying in the UK.

If you need help improving your academic writing style, finding reliable sources, structuring an essay, or improving your English language skills, we can help you.

We offer one to one support, drop-in sessions and group workshops, both in-person and online.

Visit our site to find out more.

### TIP:

Peer Assisted Learning (PAL) is where higher-year students support others through informal sessions to help you build understanding and confidence. Visit link to get support from PAL:

[www.uwe.ac.uk/study/study-support/peer-assisted-learning](https://www.uwe.ac.uk/study/study-support/peer-assisted-learning)

# Student support

**We offer a wide range of services to help sure you stay happy, healthy and supported during your time with us. There's someone you can talk to at almost any time of the day or night.**

Whether it's about money, your visa, your course, your wellbeing or something else, we have someone who can help.

## Information Points

Whatever your question, ask an Information Point. They can answer your question or point you in the direction of someone who can. There are Information Points on each campus.

**Email:** [infopoint@uwe.ac.uk](mailto:infopoint@uwe.ac.uk)

**Call:** 0117 32 85678

**Face-to-face:** Visit the Information Point on your campus.

**[uwe.ac.uk/help](https://uwe.ac.uk/help)**

## Immigration Advice Service

Studying in the UK is a rewarding experience but student visas can seem complicated. If you need to extend your visa to complete your studies or you would like to chat about visa matters, you can get in touch by email or attend a drop-in. You can also sign up for webinars on a range of visa-related matters.

We are available to advise and support international students who have questions about their visas or UKVI immigration rules.

There are several ways to get expert support from our friendly team:

**Email:** [immigrationadvice@uwe.ac.uk](mailto:immigrationadvice@uwe.ac.uk)

**Face-Face:** Attend a drop-in session at the Global Lounge (2P4, Frenchay Campus):

- Monday and Wednesday 13:30 to 14:45

- Tuesday and Thursday 10:00 to 12:00

**Please visit Visas and immigration**

## The Access and Learning Strategies team

You might be curious about neurodiversity, think you may have traits of dyslexia, dyspraxia, ADHD or Autism, or feel that your studies are being affected by mental health. A formal diagnosis isn't needed to access ALS resources and support.

We're a student service that supports your study goals alongside managing your learning differences, mental health and neurodiversity. We work in line with UWE procedures and regulations to ensure student confidentiality.

If you'd like to contact our service to find out more, you can:

**Visit:** Frenchay Library Help Desk

**Tel:** +44 (0)117 32 83589

**Email:** [als@uwe.ac.uk](mailto:als@uwe.ac.uk)

You can also Live Chat with us between Monday to Friday, 12:00–14:00.

For more information regarding our service or to live chat please go visit our website

**Access and Learning Strategies Team**

Office hours are Monday to Friday, 08:30–17:00.

## Disability Service

If you have an impairment, mental health condition or medical condition and consider yourself to be disabled, our Disability Advisers can help you access support and reasonable adjustments. Support could include [HYPERLINK "https://www.uwe.ac.uk/life/health-and-wellbeing/get-disability-support/neurodivergence-and-mental-health-study-support/specialist-mentoring"](https://www.uwe.ac.uk/life/health-and-wellbeing/get-disability-support/neurodivergence-and-mental-health-study-support/specialist-mentoring) one-to-one specialist mentoring, which focuses on your studies and student journey.

Find out more by visiting their webpages **[www.uwe.ac.uk/life/health-and-wellbeing/get-disability-support](https://www.uwe.ac.uk/life/health-and-wellbeing/get-disability-support)**

Get help if you are disabled - Health and wellbeing | UWE Bristol or get in touch via their enquiry form: <https://infohub.uwe.ac.uk/students/login?ReturnUrl=%2fForm.aspx%3fid%3d43296895>

## Global Student Support (that's us!)

We're here especially for you – so you get the best out of your time with us. We'll help answer your questions about university life and living in the UK.

We work closely with our Global Buddies who are students just like you, and are here to offer you peer support throughout your time at UWE Bristol

## Support from other students

We've got a great group of second year students, known as PAL (Peer Assisted Learning) Leaders, here to help you with different aspects of university life.

Academic PAL Leaders are students who will help you master concepts covered in your modules – after all, they did them last year? We also have PAL Leaders who can help with study skills, emotional resilience and employability skills – **[uwe.ac.uk/pal](https://uwe.ac.uk/pal)**.

## Faith and spirituality

There are various ways for you to explore and practise faith and spirituality during your time with us.

We've multifaith rooms on every campus for prayer, meditation, reflection and quiet, for students of any faith or none.

Find the sanctuary spaces available on our campuses, as well as dedicated Muslim prayer rooms with washing facilities on Frenchay Campus – [uwe.ac.uk/sanctuary-spaces](https://uwe.ac.uk/sanctuary-spaces).



The Students' Union at UWE runs a number of different faith networks. [thestudentsunion.co.uk/dosomething/societies](https://thestudentsunion.co.uk/dosomething/societies).

## Student Life

Led by students, the Student Life Team are here to help you feel at home whilst at UWE, feel part of the community, and help you get the most out of your time here.

They've so much on offer, they host a wide range of social events and activities to suit all kinds of students. Find out what's going on [studentlife.uwe.ac.uk](https://studentlife.uwe.ac.uk)

## University Chaplaincy

The University's Chaplaincy Team are available provide a listening ear and offer spiritual direction to staff and students of all faiths and none.

**Call:** 0117 32 84142

**Email:** [chaplaincy@uwe.ac.uk](mailto:chaplaincy@uwe.ac.uk)

**One to one appointments:**  
[go.uwe.ac.uk/nlxil](https://go.uwe.ac.uk/nlxil)

## Student Support and Triage Team

Please notify the University in the event of a crisis, emergency or serious concern for the health or safety of a student or need support yourself.

**Tel:** 0117 32 84000

This line is open Monday to Friday, 08:00–18:00.

This line is not an emergency response line but colleagues will be on hand to help with follow-up support once the immediate emergency or crisis has been contained.

## 24-7 Crisis Textline

In crisis? Text 'UWE' to **85258** and a trained volunteer, supervised by a clinician, will respond to you.

## Wellbeing Service

If you need counselling, mental health support or to explore any difficulties in depth using solution-focused methods, book an initial appointment on our online booking system.

View the full range of support:

[go.uwe.ac.uk/xbdsq](https://go.uwe.ac.uk/xbdsq)

## Speak Up

UWE Bristol is an inclusive campus where diversity is celebrated, antisocial attitudes and behaviours are challenged and any type of harassment, assault and discrimination aren't acceptable. If a situation doesn't feel right, we want you to speak up, and encourage you to use our Report and Support tool – [uwe.ac.uk/life/health-and-wellbeing/staying-safe-on-and-off-campus/speak-up](https://uwe.ac.uk/life/health-and-wellbeing/staying-safe-on-and-off-campus/speak-up).

## Money advice

You can access advice from our Money Advisers - they can help with budgeting and managing your money.

[uwe.ac.uk/life/money-and-finance/student-money-service](https://uwe.ac.uk/life/money-and-finance/student-money-service)

As a student with us, you've free access to Blackbullion, an online budgeting and money management tool. Learn through videos, quizzes and competitions. Use your university email address to log in: [blackbullion.com](https://blackbullion.com)

## Student Support Advisers

Our friendly, professional advisers help you deal with changes in your personal circumstances, money worries or changing course.

Find our more about the support available [uwe.ac.uk/study/study-support/student-support-advisers](https://uwe.ac.uk/study/study-support/student-support-advisers)

## Student Experience Coaches

They can help you stay organised, manage your workload, improve motivation, make the most of your studies and balance the competing demands of a busy course as well as your home life. Get in touch by email: [experiencecoach@uwe.ac.uk](mailto:experiencecoach@uwe.ac.uk) or visit their drop-ins – [uwe.ac.uk/study/study-support/student-experience-coaches](https://uwe.ac.uk/study/study-support/student-experience-coaches).

# The Students' Union at UWE

**The Students' Union is there for you. Led by elected students, they provide advice and support and have a wide range of sports clubs, societies and events for you to get involved in.**

## Advice Centre

The Students' Union Advice Centre gives friendly, non-judgemental and confidential advice – all for free. You can go and see them for advice on academic issues, housing, financial queries and employment problems. [thestudentsunion.co.uk/support/advicecentre](http://thestudentsunion.co.uk/support/advicecentre)

## Personal Safety

The university is committed to creating an inclusive and supportive environment.

If a situation doesn't feel right or you feel troubled about others feeling embarrassed, harassed, bullied, abused, or discriminated against, get in touch.

**Call** +44 (0)117 32 82577

**Email** [advice@uwe.ac.uk](mailto:advice@uwe.ac.uk)

[thestudentsunion.co.uk/support/advicecentre/personalsafety](http://thestudentsunion.co.uk/support/advicecentre/personalsafety)

## Societies

The Students' Union run societies for different countries, different courses and different hobbies. They're a great way to meet new people as they're run by students just like you!

If you've an idea for a new society, The Students' Union will support you to set one up. [thestudentsunion.co.uk/dosomething/societies](http://thestudentsunion.co.uk/dosomething/societies)

## Sports

Whether you want to continue a sport you played at home or want to try something new, The Students' Union has lots of different sport clubs that you can join. It doesn't matter if you're a beginner!

Check the Student Union website for most up to date information. [thestudentsunion.co.uk/dosomething/sports](http://thestudentsunion.co.uk/dosomething/sports)



# Working during your studies

**Before securing employment while you study, ensure you've the right to work in the UK. You'll need to check the number of hours you're entitled to work during term-time and during the holidays. Full information can be found here – [uwe.ac.uk/courses/international-study/visas/working-in-the-uk/working-during-your-studies](http://uwe.ac.uk/courses/international-study/visas/working-in-the-uk/working-during-your-studies).**

## Finding a job

You'll find lots of resources on our Careers Toolkit to help you write a CV, complete job applications and get ready for interviews – [uwe.ac.uk/study/career-development/careers-toolkit-resources](http://uwe.ac.uk/study/career-development/careers-toolkit-resources).

Our Careers team offer drop-in appointments across UWE Bristol campuses which are a great starting point to help you identify the most useful resources or other appropriate support from our service to meet your needs – [uwe.ac.uk/study/career-development/careers-drop-ins-and-appointments](http://uwe.ac.uk/study/career-development/careers-drop-ins-and-appointments).

We also have dedicated careers support for international students who are looking to gain work experience – [uwe.ac.uk/study/career-development/international-careers-support](http://uwe.ac.uk/study/career-development/international-careers-support)

**The Students' Union JobShop** is a great way to find flexible part-time work which fits around your studies. You can set regular alerts by email for weekly emails to find out about new vacancies. [thestudentsunion.co.uk/jobs](http://thestudentsunion.co.uk/jobs)

You can also find vacancies through InfoHub, our online careers portal.

## National Insurance number

If you want to start working, you'll need to apply for a National Insurance number. You can do this by calling **0345 600 0643** or online via [gov.uk/apply-national-insurance-number/how-to-apply](http://gov.uk/apply-national-insurance-number/how-to-apply). (Don't use any other webpages as these are not official and may charge you for something that is free.) You may need to attend an interview.

You'll only be issued a National Insurance number if you've the right to work in the UK.

## Strive Internship Scheme

The Strive Internship Scheme is for employers who wish to reduce inequalities in the workforce by providing six-to-eight-week, paid internships over the summer. Find out more on the website – [uwe.ac.uk/business/businesses-and-employers/recruiting-talent/interns/strive-internship-scheme](http://uwe.ac.uk/business/businesses-and-employers/recruiting-talent/interns/strive-internship-scheme).

You can sign up for alerts to find out about new opportunities – [uwe.ac.uk/careers](http://uwe.ac.uk/careers).

# Travel and transport

## Local buses

All of our campuses have great bus links to the city centre and wider region. You can plan your route by using the Travelwest journey planner at **travelwest.info**.

You can also download the UK Bus Checker app so you know when the next bus will arrive and where it's going.

### TIP:

To catch a bus in the UK, you need to hold out your hand at the bus stop so that the driver can see you want to get on.

## E-bikes and E-scooters

The eco-friendly eBikes and eScooters scheme are designed to boost green employment and reduce congestion to the city. Take a look at Travel West for alternative modes to travel.

**travelwest.info/escooter-e-bike-hire**

## Coach

Frenchay campus has its own main coach services bus stops that connect Bristol to rest of the UK:

- **National Express** – these leave from Bristol city centre bus station and main campus bus stops. Students can also save up to 30% with a Young Person's coachcard. **nationalexpress.com/en/offers/coachcards**
- **FlixBus** – These leave from UWE The Gardens. **flixbus.co.uk/coach/bristol**

## Train

The two main train stations in Bristol are Bristol Parkway (near our Frenchay Campus – there is a direct bus) and Bristol Temple Meads (in the city centre).

## Sustainable transports

UWE Bristol is working hard to create active, integrated travel, accessible to all students and staff. There are lots of eco-friendly options for getting to and from campus, and you can help make a real difference by making more sustainable travel options.

**uwe.ac.uk/sustainable-travel**

## Cycling

Named as the UK's first cycling city, Bristol is built for cyclists. Explore the city while making your cycle journey to UWE Bristol. For more information on better ways to travel, visit our webpage – **uwe.ac.uk/travel-by-bike**.

- Frenchay Campus cycle routes
- Glenside Campus cycle routes
- City Campus cycle routes

You can hire a bike through The Students' Union at UWE Bristol to travel easily around Bristol. Bike Hire

There are also lots of places where people can buy a second-hand bike at affordable prices.

### TIP:

You can hire e-bikes and e-scooters in Bristol as an affordable and eco-friendly way to travel. Make sure you download the Dott app: **ridedott.com**

Scan to find how to get to and from UWE Bristol campuses



# Our campuses



For information about how to travel around Bristol, please visit the UWE Bristol website.

[uwe.ac.uk/life/campus-and-facilities/getting-to-and-from-uwe](https://uwe.ac.uk/life/campus-and-facilities/getting-to-and-from-uwe)

## Our campuses

City Campus at Bower Ashton – **BS3 2JT**

Frenchay Campus – **BS16 1QY**

Glenside Campus – **BS16 1DD**

# Useful contacts

It's very normal to you find yourself feeling homesick, shy, lonely or just a bit overwhelmed following your arrival at university. Remember you're not alone, and we're here if you need us!

## General

### Information Points:

0117 32 85678 / [infopoint@uwe.ac.uk](mailto:infopoint@uwe.ac.uk)

### Global Student Support:

+44 (0)117 32 82750

[globalstudents@uwe.ac.uk](mailto:globalstudents@uwe.ac.uk)

## University helplines

Accommodation: 0117 32 83601

IT Helpdesk (24/7): 0117 32 83612

The Students' Union at UWE:

0117 32 82577

The Students' Union at

UWE Advice Centre: 0117 32 82676

## Safety and security

Campus Security (24/7): 0117 32 86404

Emergency (on campus): 0117 32 89999

(Using this number will ensure services can arrive quicker)

Emergency (off campus): 999

## Health and wellbeing

Urgent medical advice (24/7): 111

University Health Centre:

0117 32 86666

Wellbeing Service: 0117 32 86268

Out of hours team: 07814 791212

Serious Concerns Line: 0117 32 84000

24/7 Student Support Team:

0800 028 3766



**TIP:** Save these numbers to your phone as soon as possible, that way they're ready if you need them.



Scan QR code to download  
the digital version.

## INFORMATION POINTS

**Email:** [infopoint@uwe.ac.uk](mailto:infopoint@uwe.ac.uk)

**Telephone:** +44 (0)117 32 85678